GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:286
ANSWERED ON:25.02.2016
Delay of Air India Flights
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Will the Minister of CIVIL AVIATION be pleased to state:

(a) the number of complaints received for delayed Air India"s flights both domestic and international during the last three years and the current year till January, 2016, yearwise;

(b) the details of the enquiry conducted by the Government regarding such complaints during the above period;

(c) the funds given as compensation for delayed flights by Air India during the said period, year-wise;

(d) the reasons for frequent delayed flights by Air India; and

(e) the remedial steps taken/being taken by the Government in this regard

Answer

Minister of State in the Ministry of CIVIL AVIATION
(Dr Mahesh Sharma)

(a) : The total number of passenger complaints pertaining to Delays in Air India flights both Domestic and International, for the years 2013, 2014, 2015 & January 2016 are given below:;

Period No. of Complaints
Jan to Dec 2013 829
Jan to Dec 2014 1943
Jan to Dec 2015 3507
January 2016 394;
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(b) : Air India has a well-defined complaint handling procedure in place, wherein all complaints received, whether pertaining to delays or any other area/issue are acknowledged and then sent to the concerned office / section (location of occurrence) for investigation and/or remedial action
wherever required. After examining the complaints, a suitable reply is sent to the complainant. Endeavor is made to give a final reply within 21 days.;;
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(c) : As per DGCA guidelines, in case of delays of more than two hours, passengers are to be served meals/refreshments during the waiting period at the Airport. No monitory compensation is paid for delayed flights.;;
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(d) : The detail data of delayed flights for the last three years and the current year till January, 2016 along with reasons for delay are attached as Annexure.;;
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(e) : To ensure better on time performance, a meeting is conducted every day to discuss the previous day operations and take corrective steps based on the review. Block times of flights have been revised to factor in congestion at airports and airspace, so that en-route delays are minimized. Regular meetings are held with other stake holders like ground handlers and airports operator to minimize delays.; In addition to improve on time performance, initiatives have been taken to increase the availability of resources in terms of crew and aircraft.
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